

## One to One Working

Young carers have told us that being listened to is one of the most valued things a worker can do for them. If you think an activity might lead to a request for one to one support ensure that you have the staff to cope with this and still run the group.

Ask open questions, such as:

- “How does that make you feel?”
- “What would help you?”



Try and avoid questions which result in “yes”, “no” answers. By asking open questions you encourage discussion and can guide conversation if need be.

Use some of the activity feedback for one to one, such as if the young carer has compiled a “Wellness Box” it might be a good idea to go through this to discuss what the items mean etc, as a way of starting a conversation.

Here are some questions which can lead conversations into useful areas:

<b>When</b>	“When did you realise?”
<b>Where</b>	“Where did that happen?”
<b>What</b>	“What else happened?”
<b>How</b>	“How did that feel?”

All of these questions effectively ask the person you’re talking with to examine honestly the problems they’re experiencing. The only question to try and avoid is “why?” – it can sound challenging, and put the other person on the defensive.

All you need to do is start the conversation, so that these questions are raised. Nobody expects you to know the answers, but that doesn’t mean you are not helping. Be honest if you don’t know the answer, but offer to help find out or speak to someone who could help.